EOHHS Virtual Gateway

Provider Tips
March, 2005

Ensure that your Virtual Gateway MassHealth application is processed as efficiently as possible:

- Make certain that no members of the family group are already known to MassHealth:
  - Check REVS for *every* family member
  - Check *Search for MassHealth Applicant* link on the Virtual Gateway common application Provider Dashboard

- If you see on REVS "Member not eligible" for any family group member, (including the patient) or "Member eligible" for any family group member (other than the patient):
  - **STOP** and call the local MEC
  - The MEC will advise you on next steps – be sure to follow their instructions, which may in some situations require filing a new application.

- Use the *new* cover sheet that includes the Head of Household Date of Birth when faxing or mailing documents to the CPU.

- Mail items to the CPU requiring a "wet" signature: Virtual Gateway Signature pages, PSI, ERD (if applicable), Absent Parent Form (if applicable), DDU (if applicable).
  - CPU Address: Central Processing Unit
    P.O. Box 290794
    Charlestown, MA 02129-0214
    ATTN: Electronic Process

- Fax verifications to the CPU—do not mail them. Faxing verifications immediately, or within 3 business days after clicking Submit, ensures that the CPU has all of the information it needs to make a determination.
  - *Never* send original verifications to MassHealth.
  - Always send *copies* of the member's verifications.

- Ensure that the Virtual Gateway application number *and* SS number or Date of Birth is written on *all* pages faxed or mailed to MassHealth.

- *Never* mail (or have an applicant mail) the Bedside Common Intake Data Collection Tool to the CPU. Use it only to collect data and enter it into the Virtual Gateway common application.

call the Virtual Gateway Provider Help Desk at 1-800-421-0938 with any questions